

ALABAMA

Know what's below. **811** Call before you dig.



Alabama Pipeline Safety

**PROGRESS IS
IMPOSSIBLE
WITHOUT CHANGE.**

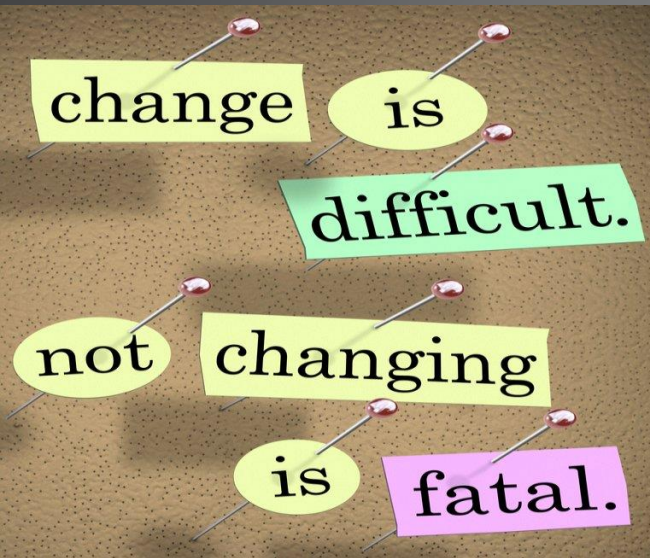
**CHANGE MAKES
US GROW.**

GYMQUOTES.CO

CHANGES ARE NOW THE NORM....

- ▶ Complete Cloud Based Locate Request Application
- ▶ Complete Cloud Based Telephone PBX and Inter-Office Communication Application
- ▶ Home Owner Ticket
- ▶ Updated Mobile Application
- ▶ Voluntary Positive Response
- ▶ Allowed Emergency Web Tickets for Members and approved excavators (requires designated training course)
- ▶ New GIS Staff Member
- ▶ New Public Awareness Staff Member
- ▶ Organizational Restructure

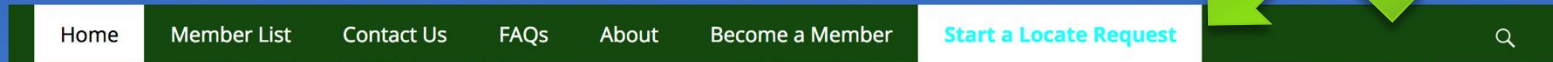
WHY THE CHANGE?



- ▶ Keeping up with Technology
- ▶ Member Facility Owner Needs
- ▶ Excavator Needs
- ▶ General Public Needs
- ▶ Educational Purposes
- ▶ Streamline Services
- ▶ Efficiencies
- ▶ Employee Development
- ▶ List goes on and on and on.....



Know what's below.
811 before you dig.



Safe digging is everyone's responsibility. Not just professional excavators, but homeowners too. Safe digging starts when you contact Alabama 811 at least two working days prior to the start of any excavation project—no matter how large or small. Requesting to have your underground utilities marked is now easier than ever for homeowners in Alabama! [Click Here](#) to submit your locate request using our new step-by-step online locate request form designed just for you, the homeowner!

- No Registration
- Step By Step Screen asking for information
- More intuitive and easy for homeowner

AL811 GeoCall x AL811 Portal x

Secure | https://geocall.al811.com/geocall/portal?directaccess=homeOwner

Apps It's Whatever AL Home Getting Started Apple Amazon https://www.southp... eBay Yahoo! News Pin It AT&T Preferences - Cont... >> Other Bookmarks

ALABAMA
Know what's below. 811 811 Before you dig.

Find Tickets Enter Ticket Respond Queue Report Help Home Home Owner Log Out

Welcome to the **ALABAMA** Know what's below. 811 811 Before you dig.

Homeowner Locate Request Portal

Per Alabama law, everyone, including home-owners, must contact Alabama 811 at least **2 working days** prior to the start of any excavation project, no matter how large or how small, *especially* if you are using any type of mechanized equipment.

In order to simplify the process We will ask a series of basic questions to help you successfully enter your locate request.

(If you need additional help or if you are planning to dig sooner than 2 working days please dial 811 and one of our agents will gladly help walk you through the process)

Let's get started

© 2011 Progressive Partnering

Gathers email, contact phone number, etc.

Please enter your address.

<input type="text" value="Number"/>	<input type="text" value="Street"/>	
<input type="text" value="City"/>	<input type="text" value="AL"/>	<input type="text" value="Zip"/>
<input type="button" value="Back"/>	<input type="button" value="Next"/>	

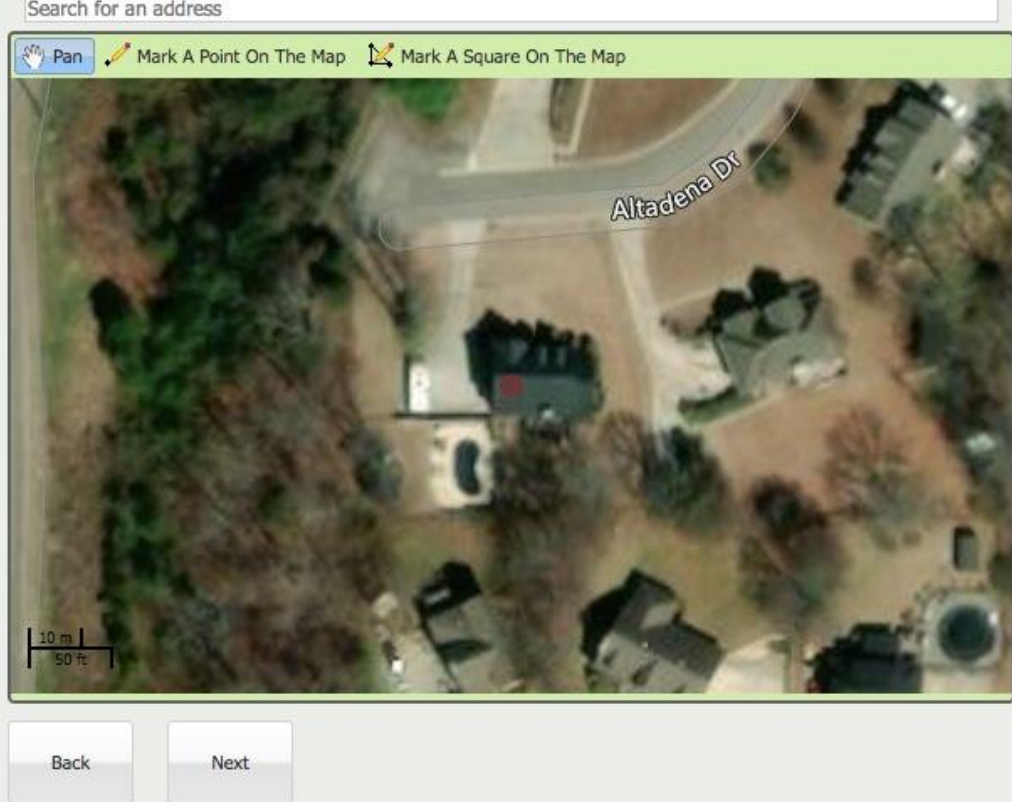
Now we will ask some questions about the location of your project.

Over the next few steps we will verify the location of your project in order to determine which utilities need to be notified.

<input type="button" value="Back"/>	<input type="button" value="Next"/>
-------------------------------------	-------------------------------------

Please verify the work site address on the map.

Please verify that the point on the map is located at the work site address.
If the location is incorrect, please mark a new point or box on the work site.



In order for the affected utility companies to properly respond to your request we will need to clearly communicate what type of work you will be doing and exactly where on the property you are planning to dig.

We will gather this information over the next few steps.



Your Information

Name: Annette Reburn

Email: areburn@gmail.com

Phone Number: 1059157551 Secondary:

Contact Address: 599 Altadena Dr, Gardendale AL, 35071

Work Location

Work Address: 599 Altadena Dr, Gardendale, AL, 35071

Closest Intersection: test dr

County: JEFFERSON

Work Detail

Type of work: test

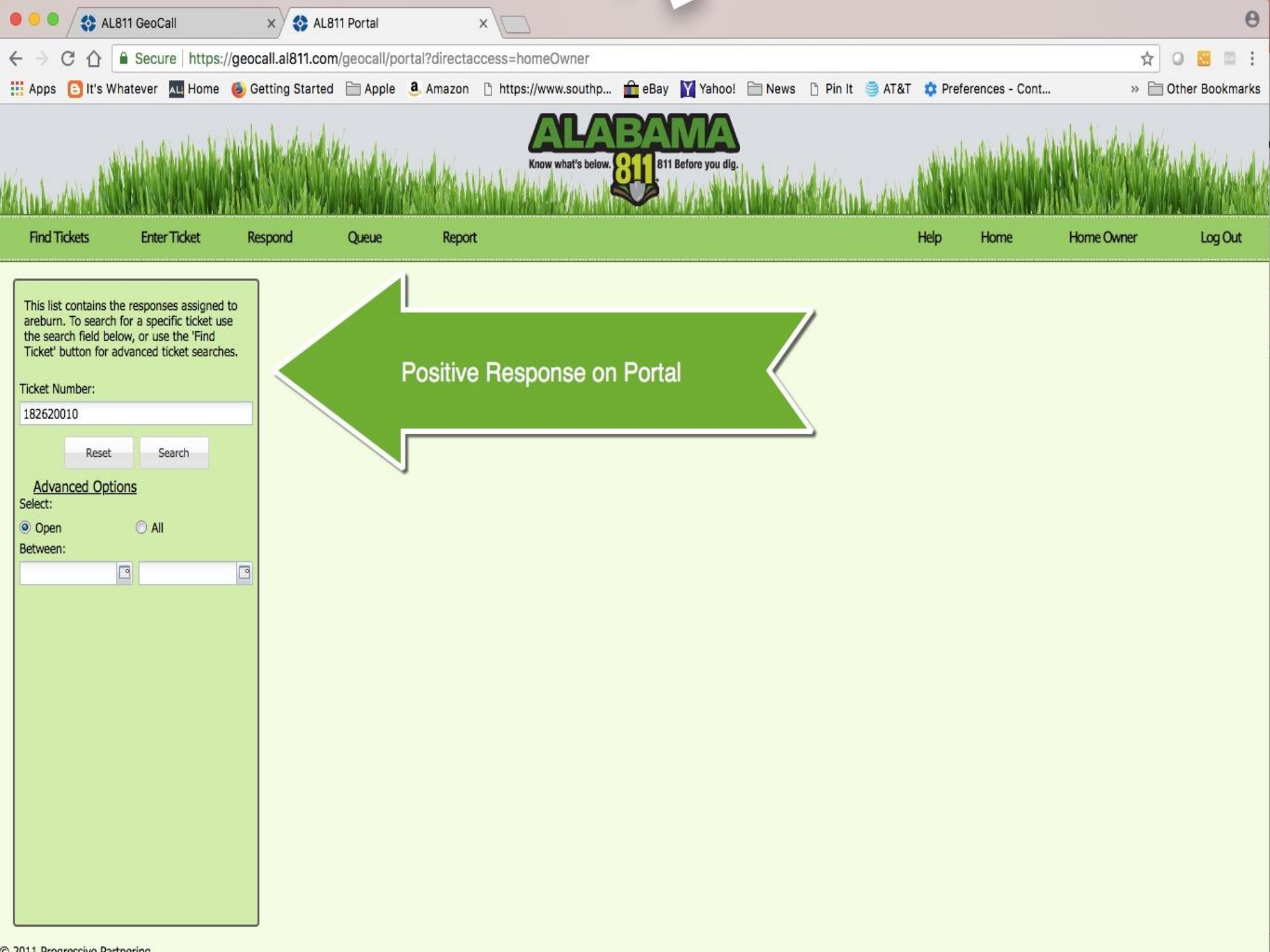
Subd \ Lot#: na

Location: test

Using explosives: No

Work area marked: No

Remarks:



This list contains the responses assigned to areburn. To search for a specific ticket use the search field below, or use the 'Find Ticket' button for advanced ticket searches.

Ticket Number:

182620010

Reset

Search

Advanced Options

Select:

☒ Open

☐ All

Between:

Positive Response on Portal

MEMBERS

CODE	NAME
AGBH01	Spire Alabama Inc – Birmingham – AGBH01
WSCM01	Windstream Communications – Leeds – WSCM01
APC1CL	Alabama Power – Birmingham Division – APC1CL
BHWT01	Birmingham Water Works
CHAL01	Charter Communications of Alabama
SCWS01	Shelby County Water Services
ATTD01	ATT / D



**Alabama 811 Members
Notified on locate request**

POSITIVE RESPONSE LISTING

RESPONSE STATUS AS OF MONDAY, DECEMBER 03, 2018 5:15 PM

Utility replies to the positive response system are VOLUNTARY. There may not be an electronic positive response from all utility members posted online

STATUS	CODE	NAME	FACILITIES	RESULT
Closed	APC1CL	Alabama Power – Birmingham Division – APC1CL • November 13, 2018 1:25 PM	Electric	• Clear: No Conflict for Area Requested
Closed	ATTD01	ATT / D • November 16, 2018 1:03 PM	Phone	• No Response from member facility owner/operator Closed by system process. No responses recorded as of 11/16/2018 1:00:23 PM, which is 1 day(s) past ticket work date of 11/15/2018 7:00:00 AM
Closed	BHWT01	Birmingham Water Works • November 13, 2018 1:25 PM	Water	• Located: Facilities Marked
Closed	CHAL01	Charter Communications of Alabama • November 13, 2018 1:25 PM	Cable	• Clear: No Conflict for Area Requested
Closed	AGBH01	Spire Alabama Inc – Birmingham – AGBH01 • November 13, 2018 1:25 PM	Gas	• Located: Facilities Marked

Information Captured:

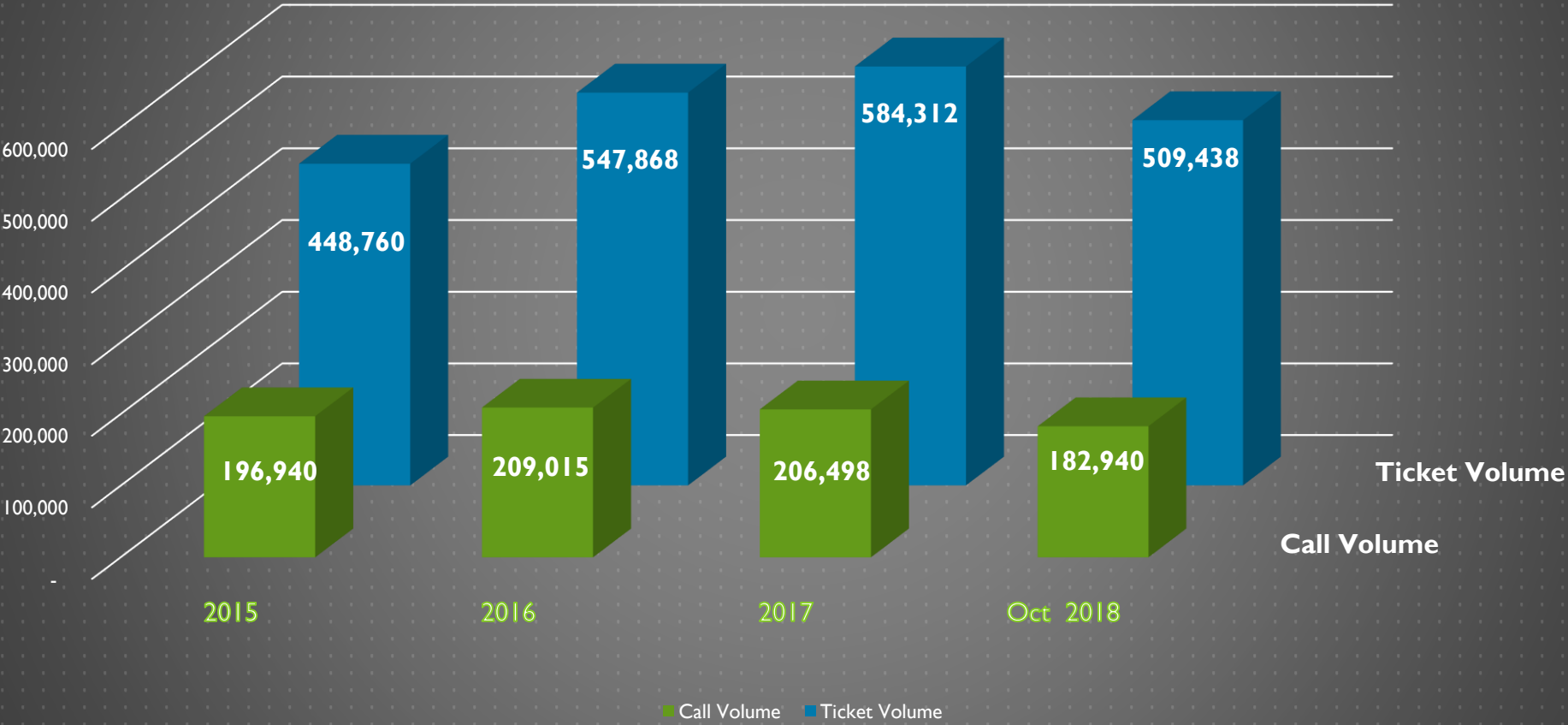
Response auto-closed one day past work date if no response from member

Member Code
Member Name / When Responded

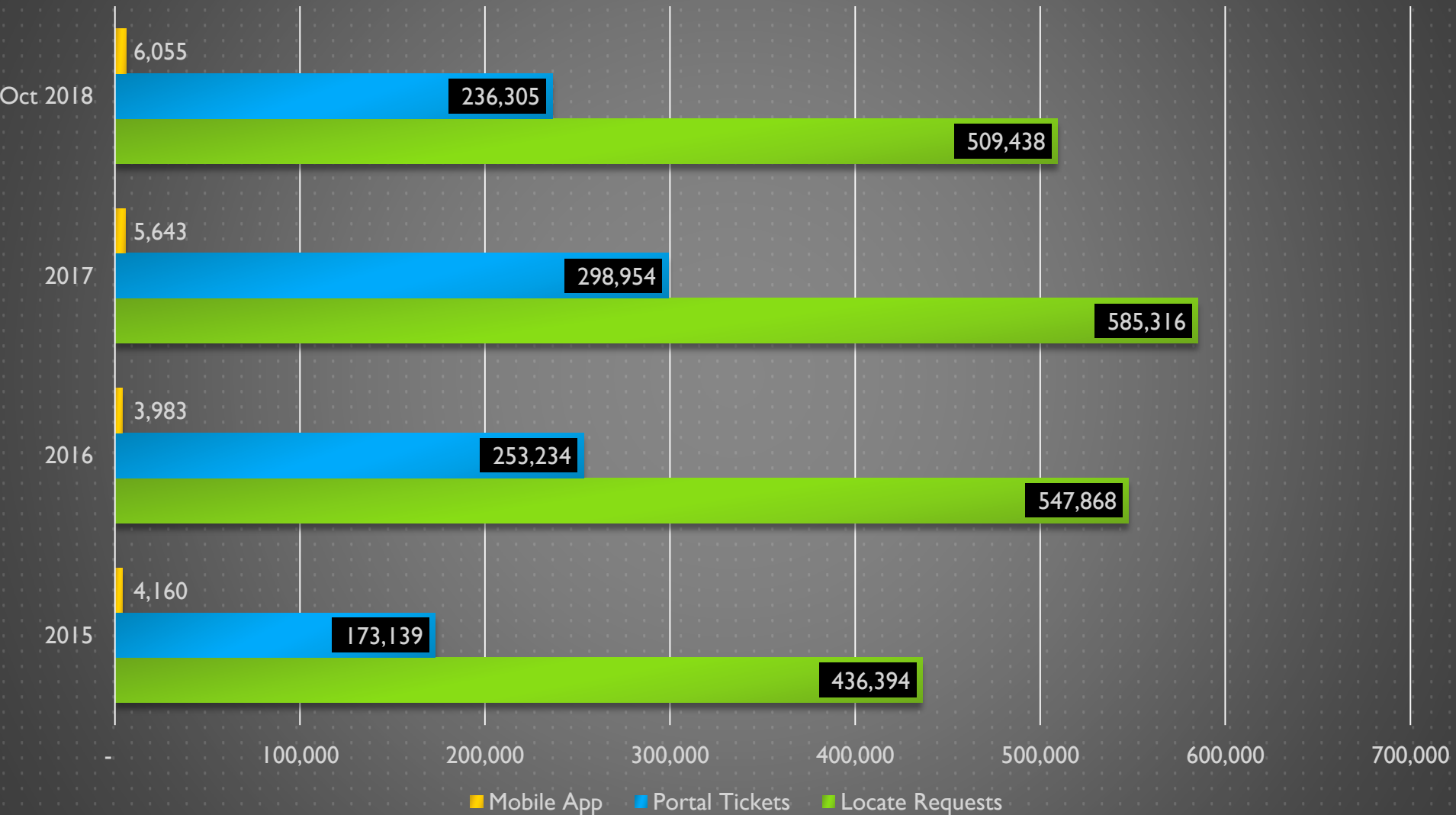
Facility Type

Positive Response Type

Historical Call Volume Compared to Locate Request Volume



Remote Locate Requests



RECORD BREAKING

Two Record Months in 2018

almost 60,000 request
processed in both
May and August

Moving Forward ...

Technology/Operations:

- New version of GeoCall software
- Continue Building Mapping Enhancements
- Positive Response
- Improvements on Web Portal
- New Ticket Type – “Refresh Markings”

Legislation:

- Education Modules
- Legislative Actions
 - Enforcement
 - Membership
 - Improved Damage Prevention Efforts





2018 APACT/Damage Prevention Recap and Future Initiatives

Alabama Public Awareness Cooperative Training (APACT)

Alabama Pipeline Awareness Cooperative Training is a cooperative effort between Alabama 811 and approximately eighty of our state's pipeline and gas distribution companies. This program provides pipeline safety awareness information to emergency responders, public officials, and excavators in compliance with the Department of Pipeline Safety's regulation, known as RP1162, which became effective in 2006. The purpose of the RP1162 program is to enhance the public awareness and education programs pertaining to gas distribution and pipeline safety.

First Responders training sessions are coordinated at a regional level in cooperation with local emergency personnel and APACT. This training provides valuable information on how to respond to a gas or pipeline emergency that may occur in your area and how to protect both your employees and the general public. First Responders receive materials with information for training purposes as well as a list of gas distribution and pipeline facilities they may have come in contact with.

Public officials, especially those involved in land use decisions, receive information designed to bring attention to the presence of pipelines in their community. An emphasis is placed on awareness, land use planning, and damage prevention.



Emergency Responders

About Pipelines

Call 811

Important Documents

Operator Profiles

12th year of the program

Approximately 70 gas and pipeline operators participating

18 total public awareness meetings

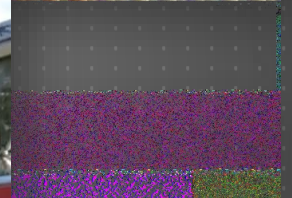
66 of 67 counties covered

7 Mock Line Strikes

Approximately 2400 attendees

Improvements/Changes made in 2018

- Tablet Registration
- PollEverywhere
- Faster Documentation Results



Changes and Improvements for 2019

Increased attendance

New technology opportunities

Re-evaluation of the zones

Splitting of responsibilities/zones

Increased operator feedback/response





2018 Damage Prevention Recap and 2019 Future Efforts

Damage Prevention

Addition of Hayes Vinson as a new damage prevention coordinator

YTD, attended over 60+ industry related meetings/tradeshows/etc..

- YTD 21,000 estimated contacts

Increased speaking engagement opportunities

Continued sponsorships of AU athletics, UA Athletics, UAB, 8/11
Montgomery Biscuits Promotions

Added a few new regional events

Increased social media presence

Continued emphasis not only on “8/11 Before You Dig”, but also on the tolerance zone, the benefits of white paint, etc....

Tools and Resources

- ▶ The use of damage prevention personnel for safety meetings/presentations
- ▶ Damage prevention materials/resources available
 - ▶ CGA Best Practices
 - ▶ CGA Dirt Reports
 - ▶ Excavation Manuals
 - ▶ Color Code Cards
 - ▶ 18" tolerance zone rulers
 - ▶ 3" and 6" decals
 - ▶ Children's Pirate Video, 5 Tools to Safer Digging DVD
 - ▶ Marketing/Advertising and Logo Toolkits

Damage Prevention 2019 Efforts

Continued Development of the 811 Program


Potential online training availability

Increased presence at all industry related meetings

Emphasis on acquiring speaking engagements when available

Emphasis on member visits/non-member visits

Development of regional damage prevention meetings.

A large, semi-transparent watermark of the AL811 logo is centered in the background. The logo consists of the letters 'AL' in a large, bold, sans-serif font, with the number '811' in a smaller font to the right. The 'A' and 'L' are green, while the '8' and '11' are white. A registered trademark symbol (®) is located to the right of the 'AL' text.

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Damage Prevention Coordinator
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Alabama 811 Contacts:

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If All Else Fails....

Annette Reburn

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